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CLAIMS

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What is claimed is:

Technology Center 2100

- 1 1. A method for tuning a speech recognition process, comprising the steps of:
 - 2 (a) maintaining a database of utterances;
 - 3 (b) collecting information associated with the utterances in the database utilizing a
 - 4 speech recognition process;
 - 5 (c) transmitting the utterances in the database to a plurality of users utilizing a
 - 6 network;
 - 7 (d) receiving transcriptions of the utterances in the database from the users utilizing
 - 8 the network;
 - 9 (e) ~~{tuning the speech recognition process}~~ [a human being] utilizing the
 - 10 information and the ~~{transcriptions.2}~~ [transcriptions to make changes to a
 - 11 speech application to improve the speech recognition accuracy.
- 1 2. The method as recited in claim 1, wherein the network includes the Internet.
- 1 3. The method as recited in claim 2, wherein the transcriptions of the utterances are
- 2 received from the users using a network browser.
- 1 4. The method as recited in claim 1, wherein the speech recognition process is
- 2 tuned by performing experiments based on the information.
- 1
- 1 5. The method as recited in claim 4, wherein the information includes a recognition
- 2 result.
- 1 6. The method as recited in claim 1, wherein the changes made to a speech
- 2 application include one or a plurality of the following: changing recognition

3 grammar coverage; amending or altering the phonetic dictionaries; testing
4 against multiple acoustic model sets; changing recognition engine
5 parameters; changing endpointing parameters.

1 7]. A computer program product for tuning a speech recognition process,
2 comprising:
3 (a) computer code for maintaining a database of utterances;
4 (b) computer code for collecting information associated with the utterances in the
5 database utilizing a speech recognition process;
6 (c) computer code for transmitting the utterances in the database to a plurality of
7 users utilizing a network;
8 (d) computer code for receiving transcriptions of the utterances in the database from
9 the users utilizing the network;
10 (e) computer code ~~for tuning the speech recognition process utilizing~~ enabling a
11 human being to utilize the information and the transcriptions to make
12 changes to a speech application to improve the speech recognition
13 accuracy.

1 8. The computer program product as recited in claim 6[7], wherein the network
2 includes the Internet.

1 9]. The computer program product as recited in claim 7-8, wherein the
2 transcriptions of the utterances are received from the users using a network
3 browser.

1 10]. The computer program product as recited in claim ~~{9}~~ 7, wherein the speech
2 recognition process is tuned by performing experiments based on the
3 information.

1 [11.] The computer program product as recited in claim 9 [10], wherein the
2 information includes a recognition result.

1 {11} [12.] The computer program product as recited in claim 7, wherein the
2 changes made to a speech application include one or a plurality of the
3 following: changing recognition grammar coverage; amending or altering
4 the phonetic dictionaries; testing against multiple acoustic model sets;
5 changing recognition engine parameters; changing endpointing parameters.

1 13]. A system for tuning a speech recognition process, comprising:
2 (a) logic for maintaining a database of utterances;
3 (b) logic for collecting information associated with the utterances in the database
4 utilizing a speech recognition process;
5 (c) logic for transmitting the utterances in the database to a plurality of users
6 utilizing a network;
7 (d) logic for receiving transcriptions of the utterances in the database from the users
8 utilizing the network;
9 (e) logic for ~~{tuning the speech recognition process utilizing}~~ [enabling a human
10 being to utilize] the information and the ~~{transcriptions.12}~~ [transcriptions to
11 make changes to a speech application to improve the speech recognition
12 accuracy.

1 14]. The system as recited in claim {11} [13], wherein the network includes the
2 Internet.

1 {13} [15]. The system as recited in claim {12} [14], wherein the transcriptions of
2 the utterances are received from the users using a network browser.

1 16]. The system as recited in claim {11} [13], wherein the speech recognition
2 process is tuned by performing experiments based on the information.

17. The system as recited in claim {14} [16], wherein the information includes a recognition result.
18. The system as recited in claim 13, wherein the changes made to a speech application include one or a plurality of the following: changing recognition grammar coverage; amending or altering the phonetic dictionaries; testing against multiple acoustic model sets; changing recognition engine parameters; changing endpointing parameters].